



## Pelso Camping Kft. Campsite Code

Those guests who check in at Pelso Camping (hereinafter: Camp, which in the present text means, as applicable, both the campsite as a geographical location and Pelso Camping Kft, the enterprise that provides the services and operates the campsite) with the purpose of staying or visiting shall accept the conditions of the Camp's General Terms of Contract (GTC) and the campsite code laid down in this instrument (hereinafter: Campsite Code) and regard those as binding on them. With the check-in, guests declare that they are aware of the rules of the GTC and the Campsite Code, and accept the content of those as binding on them. The purpose of the Campsite Code is to ensure the guests' undisturbed holiday and the high-quality Camp operation.

### 1. General information

Prior to check-in, all guests have the right to inspect the area to be allocated to them. The designation of the area is the sole right of Camp staff. Guests must refrain from using areas other than those designated for them. Pre-ordered areas may not be given up to a different person. In the case of areas divided into plots (surveyed and separated from the neighbouring lots and other neighbouring areas by markings), only the area of rented plot may be occupied, and other areas may not be used even temporarily.

In areas not divided into plots, only one unit of dwelling (e.g. one campervan + car, one tent + car or one caravan) may be erected. The Camp will charge an extra fee for each additional unit of dwelling.

### 2. Minors:

Minors (below the age of 18) may only stay in the Camp when accompanied by their parents, relatives or a group leader. The parents, accompanying adults or group leaders shall be responsible for the conduct of children, including liability for damages caused by the children, as well as for any damage that may occur to the children's health, life and limb. You are kindly request to accompany your children to the playgrounds and animation programmes in all cases, and supervise their activity continuously. The Camp is not in the position to assume responsibility for the children's conduct or the parent's responsibility for the children.

Children below the age of 12 must not use communal premises without supervision; parents and accompanying adults are requested to accompany their children to the toilet and shower facilities. Parents and escorts are also requested to supervise the use of the devices and equipment in the Camp by their children and help preserve the condition of the devices and equipment suitable for use for their intended purpose and the tidiness of Camp.

Please ensure that the uninhibited behaviour of the children does not disturb the rest and leisure activity of the other guests.

Guests arriving without children are requested to exercise the necessary goodwill in case of children's potential disturbing conduct.

Guests are requested to be attentive of the guest arriving after them and upon departure to leave the accommodation in a tidy condition.

### 3. Arrival

Upon arrival, each guest receives an identification armband or entrance card. The identification armband or entrance card is linked to the specific Guest, and it shall not be transferred or assigned to other persons. Guests are requested to check their personal data upon check-in, the number of guests specified in the check-in forms and the type of the accommodation.

The identification armband or entrance card received at check-in is for entering and leaving the Camp. It must be produced at, and is mandatory for, entry and exit. The staff of the Camp shall not permit the entry or exit of persons not holding a valid identification armband or entrance card, and are entitled to prevent their exit or entry.

Guests shall retain the identification armband or entrance card until their departure from the Camp and hand it in at reception upon their final departure.

The Camp's entrance gate for cars is open on all opening days in the following periods: 8:00 - 13:00 and 15:00 - 23:00 hrs.

### 4. Check-in / Check-out

Arrival, check-in: from 8:00 to 13:00 and from 15:00 to 21:00 hrs

Departure, check-out: from 7:00 to 13:00 and from 15:00 to 20:00 hrs

Pre-ordered accommodations may be occupied from 15:00 hrs.

Leaving the pitch on the departure date: from 7:00 to 12:00 hrs.

Leaving the accommodations on the departure date: from 7:00 to 9:00 hrs.

### IMPORTANT!

Please plan the leaving of the pitches and accommodation in accordance with the above. If the Guest leaves the pitch and/or accommodation after the time specified for departure, an additional night shall be charged to the Guest.

Upon entry, please indicate whether you arrived in the Camp for a holiday or temporarily (visitor or to swim). Visiting and swimming guests may stay in the territory of the Camp between **10:00 and 18:00 hrs** on opening days with an admission ticket.

Holidaymakers shall register at the reception (gate) upon arrival and present a photo ID and submit the data of their visitors (name, address, place and date of birth, identity card number) to reception. Guests shall specify all requested payable services and check whether those have been registered correctly. (Please have the booking confirmation on you.) The Camp staff shall allocate a temporary accommodation for guests arriving after 21:00 hrs, after checking the guest's identity card.

Guests arriving by car to be parked in the territory of the Camp shall also notify the Camp staff of the car's data.

Guests shall immediately report to reception any change in the data that must be specified in accordance with the Campsite Code or in other essential circumstances impacting the accommodation service.

### 5. Departure

Please leave the accommodation in a neat condition. In the case of mobile cottages, the inventory and the tidiness is checked by the Camp staff at a pre-agreed time. If the tidiness of the mobile cottage is inadequate, the Camp shall charge a cleaning surcharge.

### 6. Safety in the water, rules to be observed on the beach

In the territory of Lake Balaton and on the shore, compliance with the shipping regulation (SR), the environmental protection regulation, and other statutory provisions and regulations shall be mandatory. In this respect the following rules bear special importance:

- Beach kit

During the use of a beach kit, care should be taken for the watchful use of the kits in accordance with their intended purpose, and refraining from any conduct that may cause an accident, injury or material damages. The use of the beach kit shall be at the user's risk.

- Watercraft

During the use of watercraft, the provisions of the SR shall be observed at all times. During the use of watercraft, special attention shall be paid to the people in the water. The use of watercraft shall be at the user's risk; any damage that may occur in connection with the use thereof shall be the user's liability.

- Littering

It is FORBIDDEN to discard or deposit any household waste or other litter, scraps of food in the territory of the Camp – and particularly on the beach – outside the designated garbage containers.

- Noisy behaviour

It is FORBIDDEN to show noisy or antisocial, intimidating or obnoxious behaviour in the territory of the Camp, and particularly on the beach.

- Careful treatment of pets

It is FORBIDDEN to enrage or set on any pet, or show a conduct that generates fear or causes pain to the pet, or treats it cruelly otherwise, in the territory of the Camp, and particularly on the beach.

- Lifeguard's instructions

The lifeguard is a qualified expert acting on behalf of the Camp, whose instructions shall be followed by all guests. Guest shall do their best, beyond observing the lifeguard's instructions, to ensure the safety of swimming, and particularly to supervise minors in the lake on a continual basis. Swimming shall be at your own risk; non-swimmers shall keep out of the lake in the absence of proper safety gear.

- Storm signals

Storm signals shall be observed by all. When there is an active storm signal, staying in the Balaton and on the beach is **FORBIDDEN** for the guests.

### 7. Pets in the Camp

Pets are permitted in the Camp only subject to the prior written approval of the Camp staff, subject to a separate fee. Pet owners shall immediately remove pet litter! Pets are permitted only at the designated areas of the Camp.

Dogs shall be kept on the leash in the territory of the Camp. Dogs shall be permitted to the territory of the Camp only with muzzle and a valid certificate of vaccination, to be presented to the staff of the Camp. Please make sure that your pet does not disturb the rest of the other guests. The owner shall bear full liability for damages caused by the pet. Pets are not permitted to communal premises, the beach and the lake, and may only be bathed at the designated place indicated by pictogram.

### 8. Parking and transport

Parking in the territory of the Camp is only available for holidaymaker guests. A speed limit of 10 km/h applies in the entire territory of the Camp.

**Night rest period: between 23:00 and 6:00 hrs**

**Afternoon rest: between 13:00 and 15:00 (only in the high season, i.e. between 1 June and 31 August).**

During the specified rest periods, no activity that disturbs the rest of the other guests shall be permitted. During these periods, it is strictly forbidden to start or use motor vehicles; the gates of the Camp are closed. In exceptional cases, the Camp may lift the restriction. No noise please in the territory of the Camp before 6 a.m.

The use of cars in the territory of the Camp outside the rest period is permitted only on the direct road between the gate and pitch. Please pay special care to children when using the car in the territory of the Camp. No car washing, watering or disposal of water containing detergent in the territory of the Camp! Parking is permitted only on your own pitch.

### 9. Payment

The detailed rules applicable to payments are included in the GTC.

Upon paying, please take notice of the reception and cash-desk opening hours. Guest shall pay for all services they used; a proper invoice shall be made out in the amount to be paid in accordance with the provisions of the Accounting Act. No refunds for pre-paid services cancelled on site.

No refunds for services – booked in advance and confirmed by the Camp in writing – cancelled upon arrival or during the stay.

### 10. Beach

The area of the beach is designated by the Camp. Guests may only use the beach at their own risk. Guests shall observe the rules of conduct in accordance with the signs and other pictograms displayed on the beach; swimming outside the designated area of the beach is strictly forbidden! Night bathing is strictly forbidden! The detailed rules applicable to the use of the beach are also included in the bathing resort regulation, available at the reception.

### 11. Angling

The area permitted for angling is designated by the Camp. Angling in the territory of the beach in the high season (between 1 June and 31 August) is **FORBIDDEN**. Information on the designated place can be obtained at the Camp reception.

### 12. Liability for property protection

The Camp assumes no liability for the damages to the guests' property or the loss of articles left unattended.

Guests shall use the accessories and equipment of the Camp in accordance with their intended purpose. The guest shall bear liability for damages caused to those. The Camp assumes no liability for damages caused by the guest to third parties. The Camp assumes no liability for

the damages beyond its control, in particular for damages caused by natural disasters or storms (e.g. hail, fall of trees or branches), fire, infection, diseases or terrorist acts.

### 13. Tidiness

Tidiness bears utmost importance for the Camp. Guests are requested to cooperate at all times in preserving the good state of repair of the buildings and movables located in the territory of the Camp, refraining from any conduct that impairs the state of repair of the buildings and movables in the territory of the Camp in excess of normal wear and tear. Guest are particularly requested to observe the rules applicable to the use of washrooms, toilets, showers and drains. Chemical toilets may only be emptied at designated places. **FORBIDDEN:** to dump liquids on the road or in the rain pipes. The Camp reserves the right to expel the guests that breach the Campsite Code.

### 14. Waste and selective waste collection

Selective waste collection is of utmost importance for the Camp. Guests are requested to use the containers in the territory of the Camp in accordance with their intended purpose.

### 15. Washrooms

The opening hours of the washrooms, toilets and showers varies depending on the number of guests accommodated in their neighbourhoods. The decision on the opening hours is the sole competence of the Camp. Before selecting the pitch, please inquire about the opening hours of the washrooms, toilet and showers.

### 16. Social responsibility / Environmental protection

The Camp is located in a particularly sensitive area of Lake Balaton. During their stay, the guests shall comply with the relevant environmental protection rules. Of these rules the following ones are of utmost importance:

- No PVC foil blanket shall be laid under the tents or the fore-tents.
- Driving nails into the trees, cutting of branches, pouring waste food or contaminated substances on the grass, trees, bushes or hedge is strictly forbidden.
- Fastening of ropes to the (fore)-tents to trees or the hedge is forbidden. The digging of ditches or holes is not permitted, even temporarily.
- Disposal of waste and litter is only permitted in the designated containers. The containers are labelled for selective waste collection; the disposal of other material is forbidden.
- Highly toxic batteries may be deposited at the reception. The used battery from cars or other vehicles, or other parts or accessories in dismantled condition shall not be stored or left behind in the Camp.
- Should you notice any oil or petrol leakage, please report it to reception immediately. The prevention of contamination and the protection of the sensitive natural area is particularly important at the shore and in the water.
- The large volume of suntan lotion used by the swimmers is a heavy load on the flora and fauna of the Balaton. Please do your best to ensure that as little as possible suntan lotion gets into the water, thereby contributing to the improvement of the water quality of Balaton.
- Water is extremely expensive. Please use it economically and also remind your children of this.

### 17. Important information

- All guests must register at reception.
- Dishwashing, washing, cleaning of kitchen utensil and cooking may only be performed at designated places.
- Fire laying and the use of grill equipment is permitted only at the designated place, observing the fire protection regulations and subject to the Camp's prior permission. Please use your grill equipment with special care, without disturbing others.
- Guests shall use the buildings and accessories of the Camp in accordance with their intended purpose. The buildings, premises, equipment and fittings may only be used during the designated opening hours; entry outside these hours is forbidden.
- Sports activity is permitted only in the specifically built up and designated areas during designated periods.

- No activity that disturbs others is permitted in the territory of the Camp. This applies to the visual appearance, the nature of the activity, or any potential noise and/or smell.
- Smoking in the territory of the Camp is permitted only at the designated place and it is strictly forbidden in other areas! In order to preserve the tidiness of the Camp, our smoker guests are kindly requested not to litter around the butts, but place them in the designated container.
- The Camp reserves the right to deny entry or expel guests behaving scandalously or severely disturbing other guests by their conduct.
- The staff of the Camp is entitled to monitor the observance of the Campsite Code and call upon or oblige the guests to observe it.
- Please report any malfunction or the breakdown of any equipment in the territory of the Camp immediately to the reception.
- Any infectious disease or the suspicion thereof must be reported to the Camp immediately.
- The Camp is entitled to take immediate measures for the reimbursement of any damages caused to its property.
- The detailed rules applicable to the use of electricity, as well as the fire protection regulation are available the reception; compliance with these rules is mandatory.
- Guests may report their complaints to the Camp's staff.
- Police force may be applied against guests refusing to leave the Camp.
- The Camp assumes no responsibility for the loss or theft of valuables, and shall not be bound to pay damages for losses occurring due to circumstances beyond its control (e.g. power outage).
- Please hand in lost property to reception. If the rightful owner of the lost property emerges, the take-over of the property shall be confirmed by signature after presenting the identity card. Lost property can be taken over at reception.

**18. Particularly forbidden conduct:**

- **Breach of the smoking regulations.**
- **Unauthorised access to the territory of the Camp or being instrumental in such access**
- **Breach of the regulations related to pets.**
- **Breach of the campfire regulations.**
- **Breach of the regulations related to activities during the rest period.**
- **Breach of the rules related to the tidiness of the Camp and environmental protection.**
- **Breach of the beach regulations.**

**19. In addition, it is strictly FORBIDDEN:**

- To breach the general conventional rules of camp.
- To disturb the night and afternoon rest and breach the prohibition on related car usage.
- No objects or living creatures endangering the life and limb of others, or disturbing the holiday, rest or good taste of the other guests are permitted in the Camp. No flags, badges or other articles shall be displayed or used which may offend or cause the indignation of certain nations, social groups or persons.
- No arbitrary technical intervention whatsoever in the accessories and equipment of the Camp shall be permitted.

**20. The Camp reserves the right to expel with immediate effect the guests who breach the rules of the Campsite Code or disturb the rest of others and rescind the services immediately, as well as to enforce a claim for damages.**

**You are kindly requested to contribute to preserving the peace of our Camp by complying with the foregoing to ensure that all our Guest have a great time!**

**Have a pleasant rest!**

**The Management and staff of Pelso Camping**